

Policy and Procedure	Date Issued 07/05/2012	Section SAIL	Policy Number SAIL-001	Page 1
Milwaukee County Behavioral Health Division	Date Revised	Subject: Eligibility, Enrollment, and Care Coordination		
Community Services Branch – Mental Health				

1. POLICY:

The primary functions of the Behavioral Health Division (BHD) Community Services Branch (CSB) program are to assess, refer, and link adults who have a severe and persistent mental illness to appropriate services. This includes the diligent stewardship of service referral and allocation consistent with the vision and mission of the BHD. Individuals who meet Family Care eligibility shall be referred to the respective Milwaukee County department responsible for provision of services. When determined eligible for CSB mental health services, individuals will be linked to agencies providing services including Community Support Programs, Targeted Case Management, Day Treatment, and Residential Services. It is the policy of the BHD that Milwaukee County residents who are determined to be eligible for mental health services within the Behavioral Health Division – Community Services Branch service system shall be served without regard to sex, race, color, creed, sexual orientation, handicap or age, in accordance with applicable Federal and State statutory requirements.

2. PROCEDURE:

Definitions:

“Severe and Persistent Mental Illness” refers to a mental illness which is severe in degree and persistent in duration, which causes a substantially diminished level of functioning in the primary aspects of daily living and an inability to cope with the ordinary demands of life, which may lead to an inability to maintain stable adjustment and independent functioning without long-term treatment and support, which may be of lifelong duration.

“Administrative Coordinator” or “Integrated Service Manager” refers to a member of the CSB Mental Health team who coordinates and/or determines services within the scope of the CSB service array for BHD CSB consumers.

“Long Term Support Services “ refers to Targeted Case Management Programs, Community Support Programs, Day Treatment Programs, and Mental Health Residential Providers.

I. Eligibility:

1. Criteria for determining eligibility for long-term support services in the BHD-CSB include: Milwaukee County adult residents with a severe and persistent mental illness as diagnosed by a licensed psychiatrist or psychologist; demonstration of substantial functional deficits as a result of severe and persistent mental illness; and a duration of the individual’s severe impairment totaling six months or longer. Eligibility criteria are aimed to target consumers who are most in need in Milwaukee County.
2. A mental health professional will complete a SAIL referral form requesting Targeted Case Management, Day Treatment, Residential Services or Community Support Program for consumers with a severe and persistent mental illness. If the consumer is not actively engaged with a mental health professional, another healthcare professional or other interested party may contact BHD-CSB staff at 414.257.8095 for assistance. The following supporting documentation must be included with the SAIL referral:
 - a. Completed SAIL referral form with all questions completed.
 - b. Psychiatric/Psychological evaluation completed within one year of the SAIL referral date. Any additional historical functional, cognitive or intellectual evaluations can and should be included, if available.
 - c. A psychosocial assessment that includes current and historical information.

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- d. Current inpatient psychiatric hospitalization initial assessments, progress notes, and treatment plan, if applicable.
 - e. Copies of previous inpatient psychiatric hospital treatment discharge summaries.
 - f. Treatment Plan Review summaries in the past year and copies of treatment progress notes for the past year.
 - g. Completed and signed release of information and consent for treatment forms, which are included as part of the SAIL referral packet.
3. When required, an Integrated Service Manager or Administrative Coordinator will seek additional information to clarify the services being requested or any information contained in the SAIL referral, or to request any additional information that is needed to assist in determining eligibility for the consumer.
4. The Integrated Service Manager and/or Administrative Coordinator will conduct a comprehensive assessment of all information received and then review each referral with the SAIL Mental Health team to determine if the consumer is eligible for long-term support services.
 - a. The mental health professional who completed the SAIL referral is responsible for developing an interim service plan for the consumer until eligibility is determined for long-term support services and the consumer is enrolled in services.
 - b. If the consumer is determined eligible for long-term support services, contact will be made with the mental health professional who completed the SAIL referral indicating the authorized services for the consumer.
 - c. Consumers meeting the eligibility requirements of Section 1 will be informed by the referent and/or Care Coordinator of the approval for services and will then be offered enrollment into CSB long-term support services.
 - d. If the consumer is determined ineligible for long-term support services, a letter will be written to the mental health professional who completed the SAIL referral, explaining the decision and including alternative recommendations when appropriate.
5. If the mental health professional who completed the SAIL referral or the consumer who is being referred for services wishes to appeal a decision, he or she may initiate an appeal process by completing a SAIL Eligibility Decision Appeal form and submitting it to 9201 Watertown Plank Road, Milwaukee, WI 53226 within 30 days of receipt of the eligibility determination notification letter.
 - a. Within 30 days of receipt, the SAIL Mental Health team will review the appeal request and consider any new information shared.
 - b. An appeal decision will be submitted to the mental health professional or consumer based on the results of the appeal process.
 - c. If the mental health professional or consumer is not satisfied with the appeal decision, he or she may contact the CSB Associate Director to pursue an Administrative Appeal.
 - d. The CSB Associate Director will make a decision regarding the Administrative Appeal and will inform the mental health professional or consumer of the appeal decision in writing within 7 business days of the request.

II. Enrollment

- a. Consumers meeting the eligibility requirements of Section I will be offered enrollment into CSB long-term support services.
- b. Once found eligible for services, and based upon all available information including consumer preference, the Integrated Service Manager and/or Administrative Coordinator will make a determination for the appropriate services/level of care.

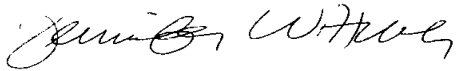
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- c. Consumers requiring long term support services may not be admitted, transferred, or discharged from a BHD contract agency without SAIL approval. All requests for service changes will follow the CSB's prior authorization written process, review and determination.

III. Care Coordination

- a. Each consumer who is participating in long term support services with CSB will be assigned an Administrative Coordinator to coordinate the consumer's service plan.
- b. The Administrative Coordinator will be involved in the determination, authorization, re-authorization, and the discharge of consumers from services.

Reviewed and Approved by:



Jennifer Wittwer, Associate Director
Adult Community Services Branch